

City of San Antonio
Department of Community Initiatives



Delegate Agency
Contract Packet
For Consolidated Human Development Services FY2005
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Required Materials Checklist

The forms and materials listed on this checklist must be submitted to your monitor along with the signed contract as part of the contract packet. The contract will not be considered complete until all materials are returned. Return contract materials in the order identified on the checklist.

ITEMS BELOW TO BE RETURNED TO YOUR MONITOR AND FORWARDED TO DCI CONTRACTS COORDINATOR

Contract Signed by Executive Director and Board President (if applicable and required by your Board bylaws)	(2 originals)
Executive Summary	(2 originals)
Balanced Scorecard Performance Plan Signed by Executive Director	(2 originals)
Funding Budget Signed by Executive Director	(2 originals)

ITEMS BELOW TO BE RETURNED TO YOUR MONITOR AND KEPT ON FILE BY YOUR MONITOR

Holiday Schedule for your agency
Fundraising Schedule for your agency
Board Meeting Dates
*Copy of Insurance Certificate(s) and a letter from the insurance agent stating that they approve of the insurance limits - Insurance company should fax or mail directly to the City. City Monitor should provide to Risk Management for approval.
SBEDA Forms
*Agency By Laws and Amendments

* There is no form provided by the City.

Due dates for materials

All materials are due to your monitor

July 30, 2004**	Insurance due
September 30, 2004	SBEDA Forms due
August 11, 2004***	Contracts will be distributed
August 30, 2004	Balanced Scorecard due
August 30, 2004	Budget due
August 30, 2004	Signed Contract due
September 15, 2004	Holiday Schedule due
September 15, 2004	Fundraising Schedule due
September 15, 2004	Board Meeting Dates due (if not yet established, these will be due within 2 weeks of establishing the meeting schedule)
September 15, 2004	Agency By Laws and Amendments due
September 15, 2004	Other documents not received in proposal (you will be notified by your monitor of which items are missing)

** ESG and HOPWA funded contracts insurance is due July 13, 2004; Balanced Scorecards and Budgets are due July 20, 2004.

***Contracts for HOPWA and ESG will be distributed July 16, 2004 (so long as insurance is received by July 13, 2004).

WHO TO CONTACT:

Questions regarding the Contract and Technical Workbook contact:
Debbie Sittre, 207-8256

For assistance in completing SBEDA Forms contact the Department of Economic Development, Small Business Office at 207-8151

Questions regarding your Executive Summary, Balanced Score Card Performance Plan, or other forms contact your monitor. See the Delegate Agency Monitor List spreadsheet to determine who your monitor will be:

Arlene Pantoja 207-8868
Jan Sullivan 207-8879
Victor Ayala 207-7848
Cecilia Barrera 207-8005
Alex Almaraz 207-6531
Laura Berrones 207-7832
Mary Ortiz 207-2068
Fred Saucedo 207-7523

Questions regarding your Budget contact your fiscal representative:

Family Strengthening – Laura Sullivan 246-5786
Community Safety Net (Hunger) – David Linares 207-8117
Community Safety Net (Homeless) – David Linares 207-8117
Community Safety Net (Elderly) -- Guy Irvine 207-8167
Community Safety Net (HOPWA funded projects) – David Linares 207-8117
Community Safety Net (ESG funded projects) – David Palacios 207-8199
Community Safety Net (Other) David Linares 207-8117
Youth Development – Curtis Sims 207-7170
Workforce Development -- Annabelle Ibanez 207-8157

Delegate Agency Monitor list located at
www.sanantonio.gov/comminit/da_info/da_info.asp

DEPARTMENT OF COMMUNITY INITIATIVES BALANCED SCORECARD

	<i>Strategic Objectives</i>	Performance Measures	Actual FY 03	Adopted FY 04	<i>Estimated FY 04</i>	<i>Proposed FY 05</i>
Customer	Enhance Workforce Development System					
	Transition families to a livable income by raising their education and skill level	DCI Participants Obtaining Employment at or Above \$8.75 Per Hour ¹	729	773	985	1,124
		DCI Participants Obtaining Transitional Employment Below \$8.75 Per Hour	1,383	1,182	2,355	2,317
		DCI Participants in Higher Education, Skill or Long-Term Job Training ²	3,534	3,637	4,192	4,064
	Ensure families are economically secure	Number of Individual Development Account (IDA) Participants	274	537	660	560
		Number of Taxpayers Assisted through Volunteer Income Tax Assistance (VITA)	9,537	4,000 ⁹	15,200	4,000 ⁹
		% Of Annual Income Returned to Low-Income Taxpayers via VITA	10.0%	9.0%	9.0%	9.0%
		# DCI Participants Receiving Financial Literacy Training*	N/A	N/A	2,677	2,340
	Promote access to high quality early childhood education and school readiness initiatives	Average Monthly Children in Care	16,702	14,285	15,966	15,248
		Total Number and Percentage of CCDS Vendors that are Texas Rising Star Certified	139/ (47%)	155/ (53%)	110/ (38%)	86/ (30%)
		Percentage of Children in Kindergarten Readiness Program Displaying Mastery Skills	80%	85%	82%	85%

DEPARTMENT OF COMMUNITY INITIATIVES BALANCED SCORECARD CONTINUED

	<i>Strategic Objectives</i>	Performance Measures	Actual FY 03	Adopted FY 04	<i>Estimated FY 04</i>	<i>Proposed FY 05</i>
Customer Continued	Promote youth development through early intervention, character traits/life skills development, education, and job training opportunities	Total Number and Percentage of Youth Services Participants Completing Character Development/Life Skills Training ³	2,573/ (35%)	3,942/ (49%)	3,267/ (45%)	3,619/ (49%)
		Percentage of SAEP Seniors Graduating High School	90%	95%	95%	95%
	Improve Customer Service					
	Provide comprehensive, community based family strengthening services	Number of Participants Served by DCI's Direct Program and Contract Investments (duplicated)	210,180	193,493	235,043	225,657
		Total Number of Community Locations with DCI Investments ⁴	781	896	870	861
	Invest in existing community organizations for the provision of human development services	Percentage of Operations Funding Managed through Contracts with Other Agencies/Organizations	78%	76%	77%	77%
	Expand Recreation and Cultural Services					
	Increase the number of individuals participating in cultural offerings	Number of Individuals (Duplicated) Participating in Carver Community Cultural Center Events/Activities *	11,025	10,822 ⁸	14,469	13,550
	Provide for the Safety and Welfare of San Antonio					
	Enable the elderly and disabled to retain an independent and healthy quality of life through provision of nutrition, personal care, transportation, and community engagement	Number of Meals Served to Seniors	894,287	986,580	947,117	971,074

DEPARTMENT OF COMMUNITY INITIATIVES BALANCED SCORECARD CONTINUED

	<i>Strategic Objectives</i>	Performance Measures	Actual FY 03	Adopted FY 04	<i>Estimated FY 04</i>	<i>Proposed FY 05</i>
Customer Continued	Enable the elderly and disabled to retain an independent and healthy quality of life through provision of nutrition, personal care, transportation, and community engagement	Percentage of Senior Population Participating in DCI Programs ⁵	17.3%	16.7%	19.7%	21.1%
	Provide a safety net of services to meet the temporary emergency needs of all members of the San Antonio community	Number of Families Receiving Emergency Services ⁶	8,642	8,085	25,824	25,288
		Percentage of Children in Poverty 0 – 5 Receiving Child Care Assistance Through the City	39%	36%	37%	35%
	Leverage Other funding Sources					
	Leverage funded programs to create additional community value	\$ Value of Youth Community Service Hours to the Community ⁷	\$244,511/ (37,617 hrs)	\$283,731/ (43,651 hrs)	\$281,404/ (43,293 hrs)	\$285,376/ (43,904 hrs)
		\$ Value of Elderly Community Service Hours to the Community ^{8*}	\$1,067,038/ (164,180 hrs)	\$1,308,320/ (201,280 hrs)	\$1,269,073/ (195,242 hrs)	\$1,814,033/ (207,318 hrs)
		Dollars Into Community through VITA (In Millions)	\$13.0	\$4.0 ⁹	\$22.3	\$4.0 ⁹
		Tax Preparation Fees Saved and Returned to Community*	\$715,000	\$414,000 ⁹	\$1.57 M	\$414,000 ⁹
		Percentage of Budget from Outside Funding Sources	87%	86%	86%	86%
Internal Processes	Improve Development Process					
	Ensure progress toward identified performance and budget targets	Number of Contracts and Vendor Agreements Managed and Monitored	999	1,860	1,200	1,200
		% of Contracts/Agreements Meeting Contract/ Performance Requirements	N/A	98.0%	99%	99%

DEPARTMENT OF COMMUNITY INITIATIVES BALANCED SCORECARD CONTINUED

	<i>Strategic Objectives</i>	Performance Measures	Actual FY 03	Adopted FY 04	<i>Estimated FY 04</i>	<i>Proposed FY 05</i>
Employee Learning & Growth	Improve Employee Services					
	Assist staff to improve self through professional development training	Total number of staff receiving financial literacy or professional development training	5	60	33	290
	Improve Information Technology Service Delivery					
	Develop and maintain a technologically effective and efficient department	Percentage of Staff Demonstrating Computer Literacy	73%	85%	85%	88%

EXPLANATORY INFORMATION

- ¹ Includes SAEP College graduates, Literacy Services, Better Careers/GED participants, Youth Opportunities Program, Success & Independence, Dwyer Center and Project Quest job placements.
- ² Includes SAEP College graduates, Literacy Services, Better Careers/GED participants, Youth Opportunities Program Success & Independence, Dwyer Center and Project Quest job placements.
- ³ Includes participants in the Youth Opportunity Program and Youth Services Division
- ⁴ Includes Children's Resources, Literacy, Community Action, San Antonio Education Partnership, Elderly and Disabled, Youth Opportunities, Carver Center, and DCI contracted agencies.
- ⁵ Increased % due to outsourcing of Homemaker program in FY05
- ⁶ Emergency Services include Community Action and Youth Opportunity assistance with utility bills, rent or mortgage payments, food, temporary housing and similar financial assistance. Also includes assistance via Hunger and Homelessness programs and the Water Meter Discount Affordability Program.
- ⁷ Based on FY05 wage of \$6.50 per hour for youth and \$8.75 per hour for seniors.
- ⁸ Not an adopted measure but tracked by Department
- ⁹ Baseline value assuming no HDSF or additional financial support
- * New Measure

INSURANCE REQUIREMENTS

1. Introduction

The basic required types of insurance are workers compensation, employer's liability, commercial general liability and business auto. Prior to the commencement of any work in connection with this contract, or the execution date of this contract, whichever occurs first, Contractor must, in consultation with an licensed Insurance Agent or Broker obtain coverage, in amounts and types of coverage, verified by the Agent or Broker, to be good and sufficient to indemnify the Contractor and City, in consideration of the Scope of Services to be provided herein and the terms, conditions and limitations of standard forms of insurance coverage available and acceptable to the City's Risk Manager.

2. Requirements

Contractor shall furnish an original completed Certificate(s) of Insurance to the City's Managing Department and City Clerk's Office, and shall be clearly labeled "insert name of project/contract" in the Description of Operations block of the Certificate. The original Certificate(s) shall be completed by the Agent or Broker authorized to bind the named underwriter(s) and their company to the coverage, limits, and termination provisions shown thereon, containing all required information referenced or indicated thereon. The original certificate(s) or form must have the agent's original signature, including the signer's company affiliation, title and phone number, and be mailed directly from the agent to the City. The City shall have no duty to pay or perform under this Contract until such certificate shall have been delivered to City's Managing Department and the City Clerk's Office, and no officer or employee, other than the City's Risk Manager, shall have authority to waive this requirement.

Such submission shall be accompanied by letter, memorandum or document, authenticated by the Agent's/Broker's letterhead, logo or emblem, to include the Agent's/Broker's business address and telephone number, and signed by the Agency's principal or Contractor's Broker of Record. Such letter, memorandum or document must opine that Contractor's insurance is good and sufficient to meet the terms and conditions of the Contract. Such letter must further assert that all types and amounts of insurance held or applied for by Contractor are consistent with sound business practices, to indemnify the Contractor and City, as required elsewhere in this contract, and to the extent permitted by coverage afforded under said policies of insurance or self-insurance.

Based upon the proposed activity by Contractor, at the sole discretion of the City's Risk Manager and contingent upon changes in legislation, case law or extenuating circumstances surrounding this contract, additional insurance requirements, including types and amounts, may also be imposed for the remaining life of the contracting period. Contractor will be required to meet such additional insurance requirements, and/or obtain such additional insurance when and where possible.

In the event that contractor is self-insured, or carries a self-insured retention equal to or greater than \$100,000 U.S. currency, contractor will furnish at Contractor's sole expense, in lieu of a standard ACORD Certificate, evidence sufficient to establish self-insured status acceptable to City's Risk Manager. Such evidence requested may include, but not be limited to, certified financial documentation of indemnity reserves, legal reserves, IBNR reserves, annual financial statements or reports to contractor's stockholders and/or Board of Directors; methods, standards and operating procedures for the acceptance, handling and dispensation of claims; loss histories and summaries of litigation not in violation of attorney client privilege.

3. Right of review of Insurance by City's Risk Manager

The City reserves the right to review the insurance requirements of this Article during the effective period of this contract and any extension or renewal hereof and to request modification of insurance coverage and their limits when deemed legally unavoidable or necessitated by circumstances surrounding this contract by City's Risk Manager. Such requests will be based upon changes in statutory law, court decisions, or circumstances surrounding this contract.

The facsimile of Insurance, whether a standard ACORD form for commercially purchased policies, or evidence of self-insurance shall be verified by the Contractor's licensed Insurance Agent or Broker prior to the commencement of any work or the execution date of a contract, whichever occurs first. Said facsimile shall be submitted, upon notification to Contractor of Contract Award, and in any event, no less than 10 days prior to Contract execution, evidence of good and sufficient insurance to meet the terms and conditions of the City's Contract.

All such Insurance Certificates or facsimiles are subject to review, question, verification, additional requirements, and approval or denial by City's Risk Manager.

4. Failure to secure insurance

If Contractor fails to secure and maintain insurance required under this Contract, or fails to secure and maintain the aforementioned endorsements, the City may obtain such insurance, and deduct and retain the amount of the premiums for such insurance from any sums due under this Contract. Procuring of said insurance by the City, however, is not the exclusive remedy for failure of Contractor to maintain said insurance or secure said endorsements. In addition to any other remedies the City may have upon Contractor's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Contractor to stop work hereunder, and/or withhold any payment(s) which become due to Contractor hereunder until Contractor demonstrates compliance with the requirements hereof.

Nothing herein contained shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from Contractor or its subcontractors' performance of the work covered under this Contract.

5. Right of City to review Insurance policies and endorsements

The City shall be entitled, upon request and without expense, to receive copies of the policies and all endorsements thereto as they apply to the limits required by the City, and may require the deletion, revision, or modification of particular policy terms, conditions, limitations or exclusions (except where policy provisions are established by law or regulation binding upon either of the parties hereto or the underwriter of any such policies). Contractor shall be required to comply with any such requests and shall submit a copy of the replacement certificate of insurance to City at the address provided herein within 10 days of the requested change. Contractor shall pay any costs incurred resulting from said changes.

6. Contractor's Insurance as primary

It is agreed that Contractor's insurance shall be deemed primary with respect to any insurance or self insurance carried by the City of San Antonio for liability arising out of operations under this contract.

Contractor agrees that with respect to the above required insurance, all insurance contracts and Certificate(s) of Insurance will contain the following required provisions:

- Name the City and its officers, employees, volunteers, and elected representatives as additional insureds as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;
- Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;
- Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City.

7. Cancellation or change in Insurance Coverage

When there is a cancellation, non-renewal or material change in coverage which is not made pursuant to a request by City, Contractor shall notify the City of such and shall give such notices not less than thirty (30) days prior to the change, or ten (10) days notice after the change, if the Contractor did not know of the change in advance. Such notice must be accompanied by a replacement Certificate of Insurance. All notices shall be given to the City at the following address:

City of San Antonio
(Managing Department)
ATTN: (Project Officer)

P.O. Box 839966
San Antonio, Texas 78283-3966

City of San Antonio
City Clerk's Office

City Hall-Second Floor
P.O. Box 839966
San Antonio, Texas 78283-3966

SMALL BUSINESS ECONOMIC DEVELOPMENT ADVOCACY (SBEDA)

1. Small Business Participation

Pursuant to Ordinance No. 96754, it is the policy of the City of San Antonio to involve Small, Minority, Women and African-American Owned Business Enterprises (S/M/W/AABE) to the greatest extent feasible in the City's discretionary contracts. The intent and purpose of the policy is to ensure that S/M/W/AABE firms have the opportunity to compete for City contracts without discrimination on the basis of race, color, religion, national origin, age, sex or handicap. To accomplish the objectives of the SBEDA policy, the City has established specific goals for local S/M/W/AABE participation in this contract.

2. DEFINITIONS related to the Small Business Economic Development Advocacy Provisions:

- a. **SBEDA Program:** Small Business Economic Development Advocacy Program designed to promote the utilization and participation of Local, Minority, Women, and African-American Owned Business Enterprises in City sponsored contract opportunities.
- b. **Small Business Enterprises (SBE):** a corporation, partnership, sole proprietorship or other legal entity, for the purpose of making a profit, which is independently owned and operated and which meets the U.S. Small Business Administration (SBA) size standard for small business. All firms meeting this threshold will be considered an SBE.
- c. **Local Business Enterprise (LBE):** a corporation, partnership, sole proprietorship, or other legal entity for the purpose of making a profit, which is headquartered within Bexar County for at least one year. For a branch office of a non-headquartered business to qualify as an LBE, the branch office must be located in Bexar County for at least one-year and employ a minimum of ten (10) residents of Bexar County or employ Bexar County residents for at least twenty-five (25%) of the entire company workforce for use at the local branch office.
- d. **Minority Business Enterprise (MBE):** a sole proprietorship, partnership, or corporation owned, operated, and controlled by a minority group member(s) who has at least 51% ownership. The minority group member(s) must have operational and managerial control, interest in capital, expertise and earnings commensurate with the percentage of ownership and be legal residents or citizens of the United States or its territories. To qualify as an MBE, the enterprise shall be headquartered in Bexar County for any length of time, or shall be doing business in a locality or localities from which the City regularly solicits, or receives bids on or proposals for, City contracts within the MBES's category of contracting for at least one year.
- e. **Woman Business Enterprise (WBE):** a sole proprietorship, partnership, or corporation owned, operated and controlled by women who have at least 51% ownership. The woman or women must have operational and managerial control, interest in capital, expertise and earnings commensurate with the percentage of

ownership and be legal residents or citizens of the United States or its territories. To qualify as a WBE, the enterprise shall be headquartered in Bexar County for any length of time or shall be doing business in a locality or localities from which the City regularly solicits or receives bids on or proposals for, City contracts within the WBE's category of contracting for at least one year.

- f. **African-American Business Enterprise (AABE)**: a sole proprietorship, partnership, or corporation owned, operated and controlled by an African-American group member(s) who has at least 51% ownership. The African American Group member(s) must have operational and managerial control, interest in capital, expertise and earnings commensurate with the percentage of ownership and be legal residents or citizens of the United States or its territories. To qualify as an AABE, the enterprise shall be headquartered in Bexar County for any length of time or shall be doing business in a locality or localities from which the City regularly solicits, or receives bids on or proposals for, City contracts within the AABE's category of contracting for at least on year.

3. Goals for Small Business Participation

The goals for the utilization and participation of SBE-MBE-WBE-AABE businesses on this contract are as follows:

MBE	31%
WBE	10%
AABE	2.2%
SBE	50%

Please note that a small business could be classified in multiple categories and thus their utilization could in theory be counted in each category of goals. For example, **Prime Contractor X** submits a proposal, which specifies that they intend to subcontract with Subcontractor A for 10% of the contract. Subcontractor A is certified by the City as an SBE and MBE (a male-owned Hispanic Business owner can be certified as an SBE and MBE). **Prime Contractor X** also intends to subcontract with Subcontractor B for 13% of the contract. Subcontractor B is certified by the City as SBE, MBE and a WBE (a female-owned Hispanic Business owner can be certified as SBE, MBE and WBE). In addition, **Prime Contractor X** also intends to subcontract 10% of the contract to Subcontractor C—a City certified SBE and AABE (a male-owned African-American business owner can be certified as both a MBE and as a AABE Business). **Prime Contractor X** is also classified as a local SBE. **Prime Contractor X's** compliance with the SBEDA goals under this scenario would be as follows:

	City's SBEDA Goals	Prime Contractor X's Compliance
MBE	31%	33%
WBE	10%	13%
AABE	2.2%	10%
SBE	50%	100%

Under this scenario, the contractor would be in full compliance with the SBEDA policy.

Another example regarding compliance with the policy is as follows: **Prime Contractor Y** submits a proposal, which specifies that they intend to partner through a joint-venture agreement with Company D. Company D is certified by the City as both an SBE and MBE (a male-owned Hispanic Business—certified as an SBE and MBE). As part of their joint-venture agreement, Company A will perform on 32.5% of the contract. **Prime Contractor Y** also intends to subcontract 13% of the contract with Subcontractor F. Subcontractor F is a City certified SBE/MBE/WBE and AABE business. **Prime Contractor Y** is also classified as a local SBE.

Prime Contractor Y compliance with the SBEDA goals would be as follows:

	City's SBEDA Goals	Prime Contractor X's Compliance
MBE	31%	45.5%
WBE	10%	13%
AABE	2.2%	13%
SBE	50%	100%

Under this scenario, the contractor would be in full compliance with the SBEDA policy.

4. **Good Faith Effort Plan Required only for contracts over \$200,000**

Packets shall include a Good Faith Effort Plan (GFEP—ATTACHED). The GFEP shall include specific documentation to utilize local, small, MBE-WBE-AABE businesses in a percentage, which equals or exceeds the above goals.

5. **MBE-WBE-AABE Certification Required**

Only companies certified as MBE, WBE, or AABE through the South Central Texas Regional Certification Agency (SCTRCA), or as approved by the City of San Antonio Director of Economic Development, can be applied towards the contracting goals. Proof of certification must be submitted.

6. **SBEDA Information**

Interested contractors are encouraged to contact the Small Business Outreach Office for information regarding the City's SBEDA Policy. Please call (210) 207-3900 or FAX: (210) 207-8151.

Over 200/Rev. 5/7/2003

LIST OF FORMS is located at www.sanantonio.gov/comminit/da_info/da_info.asp

Balanced Scorecard Performance Plan Form

Budget Forms in Microsoft Excel

Invoice Form Cover Sheet in Microsoft Word

Contract Monitoring Report (CMR) in Microsoft Excel

Political Activities Agreement/Statement

Expenditure above \$25,000 Pre-Approval Form

SBEDA Forms

Agency Fundraising Schedule Form

Agency Holiday Schedule Form

LIST OF POLICIES is located at www.sanantonio.gov/comminit/da_info/da_info.asp

Delegate Agency Procurement Requirements

Delegate Agency Training And Supportive Service Allowances

Technical Workbook